1. **Follett Troubleshooting Tips**
   * 1. Before contacting Follett Technical Support, prepare the following information with the **Destiny Troubleshooting Sheet** (See References and Tools):
        1. If your question concerns a procedure, please consult your online manual before calling Follett Technical Support.
        2. Make all attempts to contact District Software Technical Support prior to contacting Follett Technical Support.
        3. Write down your customer number and Follett Technical Support phone number can be found on your support certificate.
        4. Know what product/version/platform you are using.
        5. To determine which version of Destiny you are running: Click on the Follett Software Company bar at the bottom of any page.
        6. Check your barcode symbology.

* To determine which barcode symbology you are using: Login to Destiny
* Select the *Back Office* tab
* Select *Site Configuration*
  + - 1. If at all possible, have access to a workstation while talking to support.
      2. Be prepared to describe what you were doing when the error occurred.